



# Customer Service Charter

EXCELLENCE IN CUSTOMER SERVICE  
WINNER 2016  
CIVIL SERVICE EXCELLENCE AND  
INNOVATION AWARDS



## We are committed to:

- Being responsive and professional in our dealings with you
- Treating everyone fairly and impartially
- Using clear and simple language in all our communications
- Dealing with your enquiry efficiently
- Providing effective assistance based on your individual circumstances
- Respecting your privacy and the confidentiality of your personal information

Speak to a member of staff if you are in any way dissatisfied with the service provided

## Customer Services

Department of Foreign Affairs and Trade  
76-78 Harcourt Street  
Dublin 2 D02 DX45

## We ask that you:

- Treat our staff with respect
- Have all necessary documentation for your passport application or any other service you require and apply in time
- Ensure you arrange adequate travel and medical insurance before you travel abroad
- Download our travel app **TravelWise**
- Follow our travel advice and consider registering with our citizens' registration facility on our website: <https://citizensregistration.dfa.ie> before you travel
- Consult the Department's Consular Assistance Charter

We welcome feedback:  
[customer.service@dfa.ie](mailto:customer.service@dfa.ie)

